

Agent Licensing

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Division of Administration



Agent Licensing



Overview

- Introduction
- Licensing Section
- Licensure process
 - ▶ Examination, application, renewal
- Fast Five: speed up the process
- Resources available to help



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Licensing Section

- Manager: Brenda Otto
- Supervisor: Joan Pemberton
- 11 licensing technicians



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Licensing Section

Licensing technicians:

Beth Bowman	Glenda Siegel
Barbara Eddy	Stacy Sauriol
Lisa Emmerich	Diane Stanford
Susan Horn	Erma Walther
LouAnn Howard	Jakki Washington
Elsie Sadler	

234 years experience at your service



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Licensing Section responsibilities

- Oversee issuance of licenses and renewals
- Update licensee information
- Communicate with licensees – via phone, email, mail, walk-in traffic



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Licensee counts:

Total licensees:	146,777
Producers:	129,673
Resident:	41,001
Nonresident:	88,672
Bus. entity producers:	12,863
Surplus lines:	1,454
Public adjuster:	135 (Dec. 2010: 66)
Pub adj. solicitor:	8



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Licensee counts (cont'd):

MVESC producer:	1,220
MVESC bus. entity producer:	66
Bail bond agent:	882
General bail bond agent:	138
Surety recovery agent:	36
Portable electronics:	16
Organizational credit bus. entity:	218

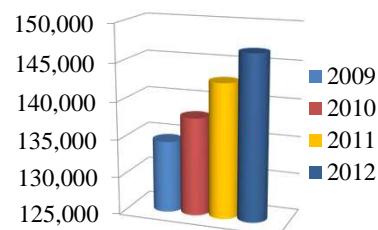


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Licensees by year



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Producers, Missouri law

- Agent v. broker
 - ▶ Since 2003, no distinction
 - ▶ All are producers
- Business entity producer
 - ▶ Formerly agency (pre-2003)
- Insurer appointments not filed



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Licensing exams

- Required for residents
 - ▶ Pearson Vue - exam vendor
 - ▶ Three-year contract with DIFP
- Producers – major lines authority, crop, title, prepaid legal
- Surplus lines
- Public adjuster
- Bail bond

67 percent pass rate (first time takers)



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Licensure process: exams

- No official study material or education vendors
- Exam outline in Pearson Vue Candidate Handbook
- Students can study statutes and regulations
- Pearson Vue uploads exam results nightly
- Can apply electronically within 24 to 48 hours



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Exam review committee

- Representatives of DIFP and industry
- Meets yearly
- Industry members appointed by DIFP
- Creates, reviews exam questions
- Questions tested in a pool before exam use
- Statute, regulation changes incorporated



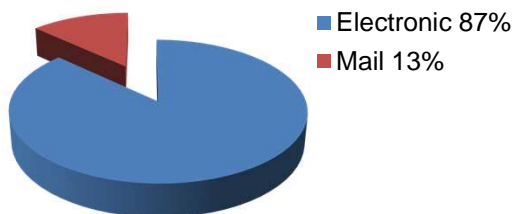
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Applying for a license

Electronic v. mail applications



Applying for a license

Advantages to electronic:

- Faster turnaround time than paper
- Credit cards accepted
- Multiple applications at one time

Applying for a license (cont'd)

Fee: \$100, new or renewal

Paper application required when:

- Moving to Missouri, licensed in other state
- Reapplying for license within one year of expiration date.

Renewing your license

- Can renew 90 days before expiration date
- DIFP mails renewal notice as courtesy
 - ▶ 60 to 90 days before expiration
- Address change required
- Provide email address (recommended)
- Complete CE hours, if applicable
- Paper renewal required if license expired

Electronic renewal available for producer, business entity producer, surplus lines.

Roadblocks

Returned paper applications - reasons:

- Incomplete information
- No exam
- Wrong payment amount
- Personal check

Go electronic:

- Removes these roadblocks
- Mistakes caught before you hit submit

Roadblocks (cont'd)

- Applications referred to Investigations Section – sample reasons:
 - ▶ Negative background information
 - ▶ Regulatory actions exist
 - ▶ Open investigation
- Applies to new apps and renewals

Fast Five: speed up the licensure process

1. Apply electronically (1-2 day turnaround)
2. Complete your application (attachments, etc.)
3. CE: don't procrastinate – providers have 30 days
4. Renewals: Apply promptly (give us your email address for renewal reminder)
5. Don't make assumptions. Call with questions.



Resources

insurance.mo.gov – find:

- FAQs
- Laws & regulations
- Look up an Agent/Agency
- Enforcement actions
- CE course catalog

insurance.mo.gov/renewin3



Resources

SBS website (link on our agents page):

- Print one free license
- Print education transcript
- Licensee lookup
- Course lookup
- Update address and email addresses



Contact Us

- Email licensing@insurance.mo.gov
- Phone (573) 751-3518
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